

STRIDEMEND

Returns & Refunds Policy

Our commitment to you under the Consumer Guarantees Act 1993 and Fair Trading Act 1986

Effective date: June 2026 | Stridemend Limited | stridemend.com

Your rights under the Consumer Guarantees Act 1993 (NZ) apply to all purchases made through stridemend.com.

Under this Act, you are entitled to a repair, replacement, or refund if a product fails to meet a consumer guarantee.

We also offer a 30-day change-of-mind return on unworn shoes in original packaging, as a goodwill extension beyond your minimum legal rights.

1. Consumer Guarantees — Your Legal Rights

Under the Consumer Guarantees Act 1993, every product we sell must:

- Be of acceptable quality — durable, safe, and free from defects;
- Be fit for the purpose it is sold for (including accommodating orthotics and AFOs as described);
- Match its description on our website;
- Be delivered in acceptable condition and within the agreed timeframe.

If a product you receive does not meet these guarantees, you are entitled to a remedy. For a minor fault, we will choose between repair, replacement, or refund. For a serious fault — or where a reasonable person would not have purchased the product knowing of the fault — you may choose your preferred remedy.

2. Faulty or Incorrect Products

How to lodge a fault claim

1. Contact us at stridemend@outlook.co.nz within a reasonable time of discovering the fault.
2. Include your order number, a description of the fault, and photographs if possible.
3. We will investigate promptly and contact you within 5 business days with a proposed resolution.
4. If required, we will arrange for the product to be returned to us (we will cover return shipping for faulty goods).
5. Once assessed, we will offer a repair, replacement, or refund as appropriate.

We cannot offer a remedy where:

- The fault was caused by misuse, accident, or normal wear and tear;
- The product was altered or modified after delivery;
- You were informed of the fault before purchase.

3. Change of Mind Returns

We offer a 30-day change-of-mind return on the WAEWAE, provided:

- The shoe is unworn — not used outdoors or on any surface beyond a carpeted area for fitting purposes;
- The shoe is in its original undamaged packaging with all original materials included;
- You contact us within 30 days of the delivery date;
- You cover the cost of return shipping.

We do not accept change-of-mind returns on shoes that have been worn, soiled, or damaged after delivery. Change-of-mind returns are not available on customised or modified products.

How to request a change-of-mind return

6. Email stridemend@outlook.co.nz with your order number and reason for return.
7. We will confirm eligibility and provide return instructions.

8. Once we receive and inspect the returned shoes, we will issue a refund to your original payment method within 5–10 business days.

Original shipping costs are not refunded on change-of-mind returns.

4. Exchanges

We currently offer exchanges for size differences only, subject to stock availability. As we stock sizes 9 and 10, availability may be limited. To request an exchange, contact us at stridemend@outlook.co.nz within 30 days of delivery. Shipping costs for exchanges are to be covered by the customer.

5. Clinical / Orthotic Contractor Orders

If you are a clinician or orthotic contractor ordering on behalf of a patient, the same consumer guarantee rights apply. We ask that you inspect products promptly upon receipt and advise us of any faults within a reasonable time. For patient-specific orders or bulk orders, please contact us before ordering to discuss terms.

6. Promo Code Orders

Returns and refunds on orders placed using promotional codes follow the same policy. Refunds on promo code orders will be for the amount actually paid (after discount applied).

7. Refund Processing

Approved refunds will be processed to your original payment method within 5–10 business days of us receiving the returned product (for returns) or confirming the fault (for fault claims). We will notify you by email when a refund has been processed. Processing times may vary depending on your bank or payment provider.

8. Packaging for Returns

Where possible, please return shoes in their original Stridemend box and packaging. We are not responsible for damage to returned goods during transit — we recommend using a tracked courier service. Return shipping costs are covered by us for faulty goods, and by you for change-of-mind returns.

9. How to Contact Us

For any returns, refunds, or complaints, please reach out first — we want to make it right.

Email	stridemend@outlook.co.nz
Website	stridemend.com
Postal address	300A Princes Street, Dunedin 9016, New Zealand
Response time	Within 3-5 business days

Fair Trading Act 1986: We are committed to not misleading you about our products, pricing, or terms.

Consumer Guarantees Act 1993: Your statutory rights are not limited by this policy.

Disputes Tribunal: For unresolved disputes of any amount, you may apply to the Disputes Tribunal at disputes tribunal.govt.nz